

Neeraj Agrawal

Principal Architect · Microsoft Power CAT Trainer · Agentic AI & Enterprise Transformation

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PROFESSIONAL SUMMARY

Principal Architect and Microsoft Power CAT Trainer with 22+ years delivering enterprise CRM, AI, and digital transformation across 9 industries. Deep specialist in Microsoft AI (Azure OpenAI, Copilot Studio, Agentic AI), Dynamics 365, and Power Platform — with a proven record architecting multi-million dollar solutions for Fortune 500 clients including Northern Trust, Bank of New York Mellon, Premera Blue Cross Blue Shield, and American Airlines. Recognised as Cognizant's **#1 Global Digital Leader (Top 30 worldwide)** and awarded the Cognizant Platinum Award. Currently driving enterprise AI adoption as an authorised trainer for **Microsoft's Copilot Acceleration Team (Power CAT)**.

CORE COMPETENCIES

Microsoft AI:	Azure OpenAI, AI Foundry, Copilot Studio, M365 Copilot, Agentic AI Agents, AI Governance	Power Platform:	Power Apps, Power Automate, Power BI, Power Pages, Dataverse, Custom Connectors
Dynamics 365:	Customer Service, Sales, Asset Servicing, Omnichannel, Customer Insights, PCF	CRM & CTI:	Dynamics 365, Oracle Siebel CRM, Salesforce · Avaya, Genesys Cloud CX, Cisco CTI
Azure & Integration:	API Management, Service Bus, Logic Apps, Azure DevOps, CI/CD, Marketo, CI Journeys		

PROFESSIONAL EXPERIENCE

Cognizant Technology Solutions

2014 – Present | Dallas, TX

Principal Technology Architect · Microsoft AI & Power Platform Practice

Northern Trust

Financial Services · \$1.3T AUM · Principal Technology Architect

- ▶ Led multi-workstream D365 transformation: onboarded **700+ shared mailboxes** into automated email-to-case routing, eliminating global manual triaging across service teams
- ▶ Migrated Salesforce Global Foreign Exchange platform to D365 Asset Servicing — delivering **\$300K+ in annual Salesforce licence savings**
- ▶ Built D365-Marketo integration via custom connectors for unified wealth management campaign targeting; **600+ users onboarded**; Cisco CTI (screen-pop, click-to-dial, automatic call logging) for global contact centre
- ▶ Consulted with **Microsoft** on the design of a **Global Sales Target Operating Model**

Bank of New York Mellon

Financial Services · Senior Technology Architect

- ▶ Greenfield D365 Customer Service & Avaya CTI implementation; **500+ agents onboarded**; **28% reduction in AHT** (3 min/call saved) via CTI screen-pop
- ▶ Custom PCF controls for institutional banking UI/compliance; **100% call-to-case traceability** across all agent interactions

Premera Blue Cross Blue Shield

Healthcare · 2M+ Members · Senior Technology Architect

- ▶ D365 Customer Service + Genesys Cloud CX CTI (ISV connector); **400+ agents onboarded**; **30% AHT reduction**; HIPAA-compliant audit trails and SLA breach alerting for state regulatory compliance
- ▶ Power Automate flows for case escalation, member callback scheduling, and benefit inquiry routing

Global Automotive Technology Leader (Anonymised)

Automotive · 90+ Countries · Technology Architect

- ▶ D365 Sales global rollout across **12 countries**, integrated with CPQ engine and Salesforce via Azure API Management & Service Bus
- ▶ **700+ users onboarded**; **60% reduction in quote-to-order cycle time**; 30+ automated integration touchpoints

- ▶ Technology Architect on the world's most complex airline loyalty platform — **AAdvantage** — built on Oracle Siebel CRM
- ▶ Independently architected three revenue applications: **Winback** (status-match acquisition), **Retain** (loyalty tier defence), and **Proactive** (mile-expiry prevention & monetisation) — delivering **multi-million dollar revenue impact**
- ▶ Delivered **11% reduction in Average Handle Time (AHT)** for AAdvantage Call Center; Siebel Open UI showcased at **Oracle Open World**
- ▶ Led GDPR (Europe) and CCPA (California) compliance implementations

Infosys Limited

2008 – 2014

Technology Lead · Oracle Siebel CRM Practice

- ▶ Delivered greenfield and maintenance Oracle Siebel CRM implementations across telecom, manufacturing, and enterprise services — progressing from Developer to Technology Lead
- ▶ 3x Infosys SPOT Awards (2010–2013) for Siebel Open UI POC, offshore delivery, and complex customisation

Tech Mahindra

2004 – 2008

Software Developer · Telecom CRM

- ▶ Developed bespoke Visual C++ CRM application for **British Telecom's** Order Management module; Delivery Excellence Award (2008)

CERTIFICATIONS & CREDENTIALS · 9 ACTIVE | 16 EXAMS PASSED | MICROSOFT CERTS SINCE 2019

AB-100 Agentic AI Solutions Architect · 2026

AB-900 M365 Copilot & Agent Admin Fundamentals · 2026

AB-731 AI Transformation Leader · 2026

AB-730 AI Business Professional · 2026

PL-600 Power Platform Solution Architect Expert · 2024

PL-900 Power Platform Fundamentals · 2025

AZ-900 Azure Fundamentals · 2020

MCSE Business Applications · 2019

MCSA Dynamics 365 · 2019

CSPO Certified Scrum Product Owner · 2025–2027

RECOGNITION & AWARDS

- ▶ **Microsoft Power CAT Trainer** — Authorised trainer for the Copilot Acceleration Team delivering Agentic AI, Copilot Studio, and M365 Copilot sessions to enterprise clients
- ▶ Ranked **#1** — **Cognizant Global Top 30 Digital Leaders**; personally mentored for 4 months by Cognizant's Ex Global CIO & Innovation Head
- ▶ Cognizant **Platinum Award** — highest recognition tier — for Agile Transformation delivery excellence at American Airlines
- ▶ **Manager of the Quarter** (2015) — Siebel Open UI Innovation Pack; 11% AHT reduction for AAdvantage Call Center
- ▶ Cognizant **Emerging Leader** — Leadership Curriculum graduate, Cognizant Academy; mentored 30+ associates globally in Innovation and Business Development

THOUGHT LEADERSHIP & SPEAKING

- ▶ **Expert Speaker** — **Symbiosis Centre for Distance Learning (SCDL), Pune** · Invited as Global AI Expert by AICTE-approved institution in partnership with Ministry of Education's Institution's Innovation Council to deliver a masterclass on "*Generative AI for Professionals*" — live Zoom session attended by **200+ professionals** · June 2026

The Agentic Edge · LinkedIn Newsletter · 777+ subscribers in 2 weeks · Practitioner intelligence on Microsoft AI, Copilot Studio & Agentic AI

5MR — 5 Mins Read · LinkedIn Newsletter · 1,206+ subscribers · Innovation, Leadership & AI book insights in under 5 minutes

EDUCATION

Post Graduate Diploma in CRM

2007 – 2008 · Grade A+

Symbiosis Centre for Distance Learning

Bachelor of Engineering — Computer Science

2000 – 2004 · University Topper

Dr. Babasaheb Ambedkar Marathwada University